Western Municipal Water District assures customers water is essential and we will keep it flowing

RIVERSIDE, CA – As a water and wastewater (sewer) service provider, Western Municipal Water District (Western) is essential. The staff at Western will continue to report to work to provide safe, reliable and plentiful water to homes and businesses during this critical time.

Though Western encourages customers to maintain a stock of tap water in case of emergencies that might interrupt service – such as a large earthquake – there is no need to stockpile bottled water. The water from your tap is safe to drink and Western will keep it flowing.

“Our priority is to provide uninterrupted water and sewer services to our customers, 24/7/365. These services may not be top of mind for most, but without Western, our customers would not have the vital resource they need for hand washing, bathing, doing laundry and staying hydrated. We fulfill a critical and essential need,” said General Manager Craig Miller.

Western provides water and wastewater (sewer) services to nearly a million people every day. Western staff pledge to continue to work and support the community through maintaining our water supply systems, continuing to meet water quality standards and providing answers to customer questions about billing. Diligently and quietly working in the background, Western keeps the water flowing to your home.

“Our customers can rest easy, knowing that when they turn to the tap, their water will keep flowing,” said Miller.

In response to Riverside County Public Health’s recent order, all Western employees have been instructed to wear face coverings when leaving their homes and while working on behalf of Western. To protect the safety of our employees, Western is using the only face coverings we have in stock, which are N95 masks. Western maintains a minimal stock of N95 respirators because several standard operational activities require their use as personal protective equipment.

“Western is committed to supporting regional response to this pandemic. Employees working in public areas have already been provided masks from our existing supplies, and are being encouraged to bring their own,” said Miller. “We understand the importance of preserving the supply of N95 masks so Western will be providing fabric coverings in the next week to keep N95 supplies in the hands of frontline medical workers,”

Learn more about how Western is supporting customers during the Coronavirus pandemic at wmwd.com/Coronavirus. Learn more about Western’s water quality at wmwd.com/WaterQuality.

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Western Municipal Water District is one of the largest public agencies in Riverside County, providing water and wastewater (sewer) services to nearly a million people, both retail and wholesale customers who live, work and play within 527-square miles in one of California’s most populous regions. Learn more: wmwd.com.